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(71) Applicant: **INTERNATIONAL BUSINESS MACHINES CORPORATION [US/US]**; New Orchard Road, Armonk, NY 10504 (US).

(71) Applicant (for MG only): **IBM UNITED KINGDOM LIMITED** [GB/GB]; P.O. Box 41, North Harbour, Portsmouth, Hampshire PO6 3AU (GB).

(72) Inventors: **BIEBESHEIMER, Debra**; 1303 Nutmeg Drive, Carmel, NY 10512 (US). **JASURA, Donn**; 20 Chaucer Road, Staatsburg, NY 12580 (US). **KELLER,**

Neal; 785A Heritage Hills, Somers, NY 10589 (US). **OBLINGER, Daniel**; 326 W. 49th St., Apt 1FE, New York, NY 10019 (US). **PODLASECK, Mark**; 80 Valley Road, New Preston, CT 06777 (US). **ROLANDO, Stephen**; 21 Colonial Drive, Katonah, NY 10536 (US).

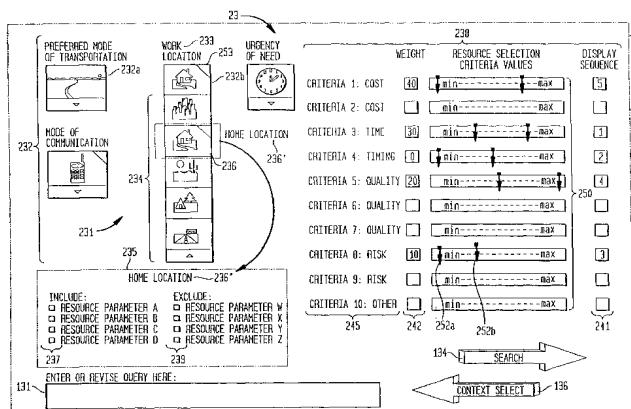
(74) Agent: **BURT, Roger, James**; IBM United Kingdom Limited, Intellectual Property Law, Hursley Park, Winchester, Hampshire SO21 2JN (GB).

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[Continued on next page]

(54) Title: CONTEXT-BASED INFORMATION RETRIEVAL



(57) Abstract: A customer self service system and method for performing resource search and selection. The method includes steps of providing an interface (12) enabling entry of a query (131) for a resource and specification of one or more user context elements (132), each element (132) representing a context associated with the current user state and having context attributes (14) and attribute values (232) associated therewith; enabling user specification of relevant resource selection criteria (245) for enabling expression of relevance of resource results in terms of user context; searching a resource database and generating a resource response set having resources that best match a user's query (131), user context attributes (14) and user defined relevant resource selection criteria (245); presenting said resource response set (332, 333, 335, 336) to the user in a manner whereby a relevance of each of the resources being expressed in terms of user context in a manner optimised to facilitate resource selection; and, enabling continued user selection and modification (135, 136) of context attribute values (232) to enable increased specificity and accuracy of a user's query (131) to thereby result in improved selection logic and attainment of resource response sets best fitted to the query.

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A. CLASSIFICATION OF SUBJECT MATTER
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B. FIELDS SEARCHED

Minimum documentation searched (classification system followed by classification symbols)
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Documentation searched other than minimum documentation to the extent that such documents are included in the fields searched

Electronic data base consulted during the international search (name of data base and, where practical, search terms used)

EPO-Internal, INSPEC

C. DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
X	US 5 446 891 A (KAPLAN CRAIG A ET AL) 29 August 1995 (1995-08-29)	1,2,6
A	column 11, line 20 -column 16, line 64; claims; figures ----	3-5,7-10
Y	BILLSUS D ET AL: "A learning agent for wireless news access" PROCEEDINGS OF IUI 2000: INTERNATIONAL CONFERENCE ON INTELLIGENT USER INTERFACES, ACM, 9 - 12 January 2000, pages 33-36, XP002205011 USA ISBN: 1-58113-134-8 the whole document ----	1,2,6
A	----- -----	3-5,7-10

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Name and mailing address of the ISA

European Patent Office, P.B. 5818 Patentlaan 2
NL - 2280 HV Rijswijk
Tel. (+31-70) 340-2040, Tx. 31 651 epo nl.
Fax: (+31-70) 340-3016

Authorized officer

Jaedicke, M

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C.(Continuation) DOCUMENTS CONSIDERED TO BE RELEVANT

Category °	Citation of document, with indication, where appropriate, of the relevant passages	Relevant to claim No.
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INTERNATIONAL SEARCH REPORT

Information on patent family members

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US 5446891	A 29-08-1995	NONE	
US 5826260	A 20-10-1998	NONE	